



Telecommunications Bulletin

Customer Service Center (CSC)

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Voice over IP (VoIP) Phone Inventory

As the Centrex to VoIP Migration Project continues and the CMS Enterprise VoIP system grows, CMS would like to take this opportunity to send a reminder on how agencies should handle inventory of VoIP telephones. Since CMS is no longer retaining ownership of these phones and agencies now own their own equipment it is up to each agency to implement their own processes to inventory and manage VoIP phones. This process should be in line with how agencies inventory and manage smart phones today.

If you have questions regarding this new process please call the BCCS Customer Service Center at 800-366-8768.